



**MCI Communications  
Corporation**

1801 Pennsylvania Avenue, NW  
Washington, DC 20006

9130

*Amended Rpt.*

April 12, 1999

Mr. Dale Hatfield  
Chief, Office of Engineering and Technology  
Federal Communications Commission  
2000 M Street, NW, Suite 480  
Washington, D.C. 20554

Dear Mr. Hatfield:

Pursuant to §63.100 of the Commission's Rules, MCIWorldCom is submitting the amended Final Service Disruption Report covering the disruption of service MCI WorldCom experienced on March 11, 1999 in Atlanta, Georgia.

If you have any questions regarding this outage, please do not hesitate to call me directly.

Respectfully,

Bradley C. Stillman

Attachment

cc: Robert Kimball

**FINAL SERVICE DISRUPTION REPORT**

03/11/99

**Date Outage Began.....: 03/11/99**  
**Time Outage Began .....: 11:40am ET**

**Date Outage Resolved.....: 03/11/99**  
**Time Outage Resolved .....: 9:29pm ET**

**Geographical Area Of Outage**

**Atlanta, Georgia**

**Location**

**7.2 kilometers north of Smyrna, Georgia**  
**along the railroad right-of-way.**

**Number Of Customers Or Circuits Affected**

**N/A**

**Estimated # Of Blocked Calls.: 153,000**  
**Type Of Service Affected.....: Interexchange**

**Apparent Or Known Cause Of The Incident**

**Contractor for Qwest cut the MCI Worldcom fiber**  
**while performing a work along the railroad.**

**Methods Used To Restore Service**

**The altroute of DS3s to other capacity and the repair of the**  
**fiber cable.**

| Restored<br>Percentage | Time                  |
|------------------------|-----------------------|
| Start ----->           | 11:40 am EST 03/11/99 |
| 25%                    | 5:57 pm EST "         |
| 50%                    | 6:12 pm EST "         |
| 75%                    | 6:26 pm EST "         |
| 100%                   | 9:29 pm EST 03/11/99  |

Repairs were accomplished using permanent fusion splices.

The area of the break was difficult to access which delayed the repair effort. The first fiber systems came up at 5:57pm EST with the final system being restored at 9:29pm EST.

#### Steps Taken To Prevent Recurrence

- o The fiber cable was located and marked prior to this event.

An ongoing dialog is underway with the contractor installing the fiber along this path ensuring close coordination.

#### Network Reliability Best Practices:

Network Reliability Council: A Report to the Nation

##### 6.1.3 Details - Key Lessons Learned and Best Practices

- o Buried Cable:

The cable was buried in accordance with acceptable industry standards with conduit protection.

##### 6.1.4 Effective Countermeasures

- o Contractor awareness prevention:

MCI participates in numerous organizations relating to cable awareness and protection which involves activities such as:

- Contract Awareness Nights
- Contractor Safety Meetings
- Damage Prevention Awareness Booths
- Board membership in local one-call organizations

o Training:

MCI has established training programs used to keep personnel up to date and knowledgeable in fiber optic cable maintenance and restoration. A review of these procedures with the fiber engineers has been completed.